

## **14 FAH-5 H-300 DPO MAIL BOX**

## **14 FAH-5 H-310 DPO ASSIGNMENT OF MAIL BOX**

*(CT:DPO-1; 11-14-2013)*  
*(Office of Origin: A/LM)*

## **14 FAH-5 H-311 INDIVIDUAL MAIL BOX**

*(CT:DPO-1; 11-14-2013)*

- a. Authorized users are assigned mailboxes for their exclusive use. Do not issue box for official or quasi-official activities without receiving prior approval from the Office of Diplomatic Pouch and Mail (DPM). Do not charge fees for boxes. Fees may be charged to customers for new locks that may be required as a result of lost keys.
- b. Do not assign a box to more than one person user. Consider an authorized user and their family members as one person.
- c. Rows of boxes may be closed out if this simplifies mail sortation and the boxes are not needed. Normally, rows of box are closed out by attrition, rather than reassigning new boxes.
- d. Assign a box that has been unused the longest, unless a section or row of boxes is being closed.
- e. Label the rear of each assigned box with the sponsor's name (see 14 FAH-5 Exhibit H-313). If a family member living with a sponsor has a different last name, both the sponsor and the family member's last name must be on the label.
- f. Boxes may be issued to inbound personnel not more than 90 days prior to their expected arrival. This practice is highly encouraged since it will allow incoming personnel to start using their new address and make necessary changes with their mailers prior to their arrival at post.
- g. When issuing a box, the Diplomatic Post Office (DPO) mail clerk is required to list the point of contact (sponsor) telephone and e mail. For instructions regarding incoming personnel that have not arrived by the expected arrival date see 14 FAH-5 H-414.
- h. Only give keys to the sponsor or authorized family members who have been

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designated as having access. Customers who lose keys are responsible for paying all costs associated with key/lock replacement.

i. Authorized Agents:

- (1) Customers can control the delivery of their mail by designating an authorized agent. Designation can be done by completing a Form PS-3849, "Delivery Notification/Reminder/Receipt" (for individual accountable mail pieces), or through written (signed) instructions (for picking up all the mail, for a specified period of time);
- (2) DPO customers must only designate people who are authorized DPO privileges by virtue of their own status. Keep authorized agents to a minimum; and
- (3) Customers may not use this system for the convenience of not retrieving their own mail from a DPO.

j. USPS Address Management System (AMS) requires a unique box number for each authorized user. This standardization will allow each individual to have a unique box number to comply with AMS and for the mail center to have a physical box for each individual to facilitate mail sorting and pick up.

k. The Department adheres to all (AMS) requirements. Adherence to United States Postal Service (USPS) standards is vital to reducing "Undeliverable as Addressed" mail, and allows the Department to take maximum advantage of USPS automation efficiencies for mail forwarding and delivery. The following sample formats are provided:

NAME  
UNIT 9900 BOX 0123  
DPO AE 09701-0123

NAME  
UNIT 3210 BOX 0055  
DPO AA 34008-0055

NAME  
UNIT 9600 BOX 0333  
DPO AP 96209-0333

## **14 FAH-5 H-312 TEMPORARY DELIVERY OF MAIL WITHOUT A DPO MAIL BOX**

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In cases where posts must temporarily deliver mail without having individual mail boxes available, DPO staff must:

- (1) Coordinate with each section for the pick-up of their mail;

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- (2) Authorized users must authorize no more than two employees, in writing, to pick up all their personal mail. Mail center personnel must keep a copy of the document authorizing mail pick-up;
- (3) Issue a range of box numbers to each section. For example, if General Services Officer (GSO) has ten authorized users, then the section would be issued 20 box numbers (i.e. boxes 20 – 39). Mail for all 20 GSO box numbers would be placed into the same physical sorting bin;
- (4) Issue each authorized user a unique box number within the box range issued to their section;
- (5) When mail arrives, break it down by section (in their box range) and place in the section's sorting bin. Deliver mail only to the authorized employee(s) for that section; and
- (6) Mail is considered "delivered" when the authorized user/agent receives it. Mail center personnel must obtain signatures and appropriate electronic scans Product Tracking Service (PTS) for accountable mail (insured, certified mail, etc.) from the employee authorized to pick up the mail (authorized agent) using Form PS-3849. At this point USPS has fulfilled their responsibility in delivering mail; no claims for loss can be filed for mail delivered to authorized agents.

## **14 FAH-5 H-313 MAINTENANCE OF MAIL BOX**

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- a. If possible, number box vertically, in rows of nine (for example, 1 through 9, and 11 through 19) either left to right or right to left. See 14 FAH-5 Exhibit H-313.
- b. Do not duplicate box numbers at facilities serviced by the same (parent or downstream) DPO.
- c. Once a box has been closed out because the last assigned customer has transferred, the box should remain "unassigned" for a period of 12 months.
- d. Retain a separate issue record for each box, or separate data entries when computerized.
- e. File records for assigned boxes numerically in an active file.
- f. File records for unassigned boxes chronologically by closure date in an inactive file with minimum 12 month suspense.
- g. File records for unassigned boxes that are being closed out numerically in a file marked "Do Not Issue."

## **14 FAH-5 H-314 CHECKING ASSIGNED BOX**

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- a. DPO personnel will conduct monthly checks for excessive mail accumulation, old mail, or non-use. Contact the sponsor or the sponsor's section to determine the individual's status. Record the contact made to include date and time as well as the person spoken with, to include telephone number and by whom (DPO staff / designated person).
- b. If the sponsor is temporarily or permanently absent, prepare a status memorandum for record and keep it on file until a final disposition is reached. If the status is received from a source other than the sponsor, note the name and phone number of this source on the memorandum. Hold the mail until the sponsor provides instructions. For additional instructions on holding mail see 14 FAH-5 H-421.2-3.

## **14 FAH-5 H-315 KEYS**

*(CT:DPO-1; 11-14-2013)*

- a. Record the serial number of the key or the combination on the box record. The combination entered on the box record is the only combination retained. A box record may be maintained on a spreadsheet.
- b. Change the key lock cylinder or combination any time a key or combination is believed to be compromised, and when a box is withdrawn or the sponsor transfers permanently.
- c. Supervisors must ensure that an adequate supply of key lock cylinders is retained, where key-type box are installed. Cylinders should be rotated with other separate nests of boxes; however, do not use a cylinder removed from a nest of boxes in the same nest again for at least 3 months.
- d. Mail centers must replace worn, lost, or broken keys without charge to the customers. Retain at least two duplicate keys for each box.
- e. Keep duplicate keys and combinations in a limited access, secured location such as a safe or bar lock type file cabinet.

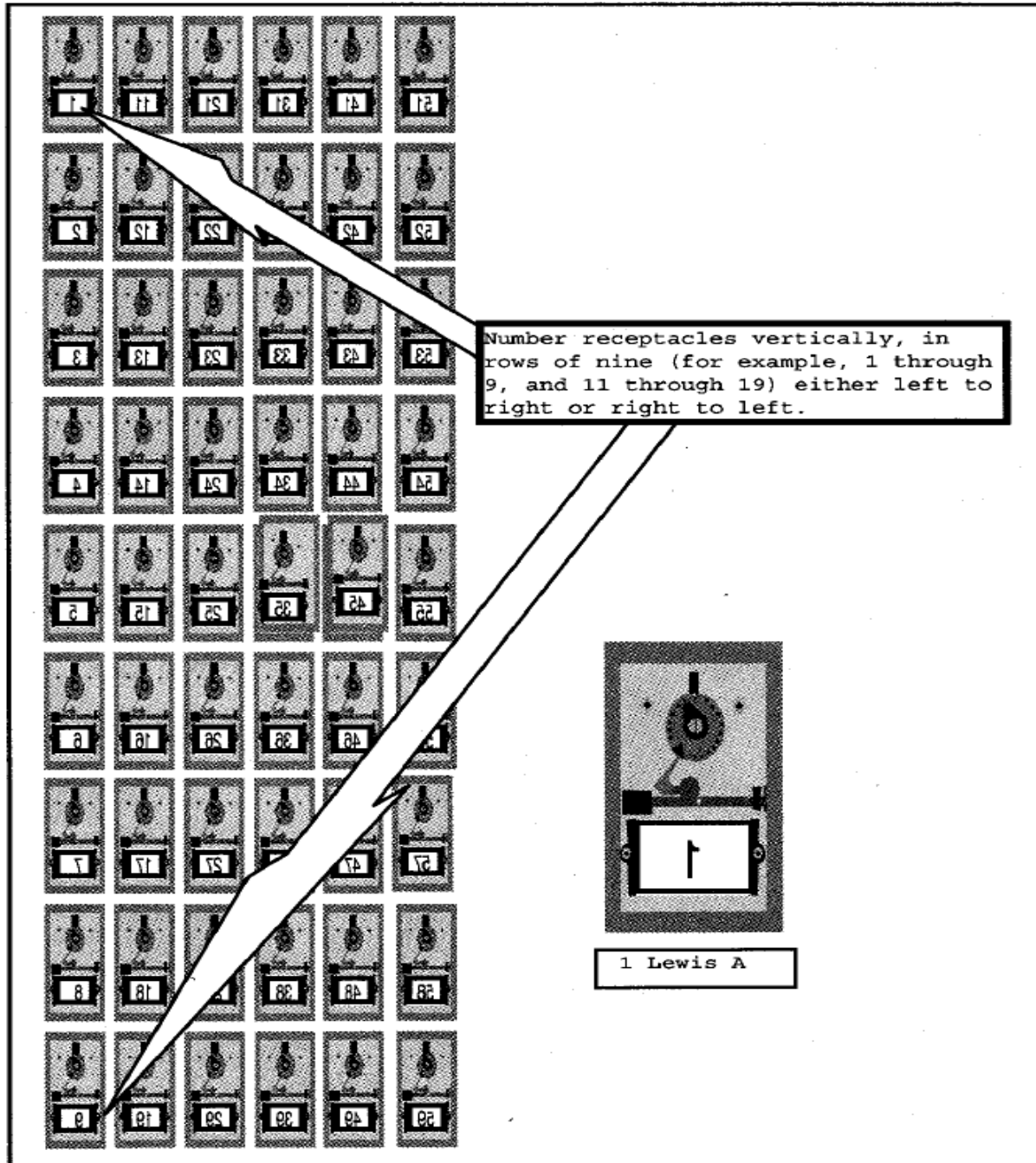
## **14 FAH-5 H-316 THROUGH H-319 UNASSIGNED**

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## 14 FAH-5 Exhibit H-313 Rear View of Mail Receptacles

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